

Full Survey Results

City of Indianola, Iowa | October 2021

Full survey results regarding conditions within the rental housing community and market in the City of Indianola, Iowa. This survey was administered by the Community Development Department



Full Survey Results

A total of twenty-four (24) responses were received from property owners, managers, and landlords.

Q1 HOW MANY RENTAL UNITS WITHIN INDIANOLA DO YOU OWN/MANAGE?

ANSWERED: 24 SKIPPED: 0

Number of units owned by each property owner/manager	Responses	%
1 unit	10	41.6
2 units	4	16.6
3-5 units	3	12.5
6-9 units	3	12.5
10-20 units	1	4.16
21-30 units	0	0
31-50 units	1	4.16
More than 50 units	2	8.3

Q2 WHAT TYPES OF UNITS DO YOU MANAGE/OWN WITHIN THE CITY?

ANSWERED: 24 SKIPPED: 0

Type of Units	Responses	%
Single-Family Dwellings	18	75
Two-Family Dwellings (Duplex)	4	16.6
Multi-family Dwellings (3 +)	3	12.5
Apartments	5	20.8
Condominiums	3	12.5

PROPERTY OWNERS AND MANAGERS

Q3 HOW WOULD YOU RATE THE FOLLOWING? (SHOWN AS AVERAGES)

Q.3.1 THE OVERALL RENTAL HOUSING QUALITY WITHIN THE CITY OF INDIANOLA



Q.3.2 THE RENTAL MARKET WITHIN INDIANOLA



Q.3.3 OVERALL CONDITION OF PROPERTIES YOU CURRENTLY RENT OUT OR MANAGE



Q4 WHAT TYPE OF HOUSING DO YOU PROVIDE?

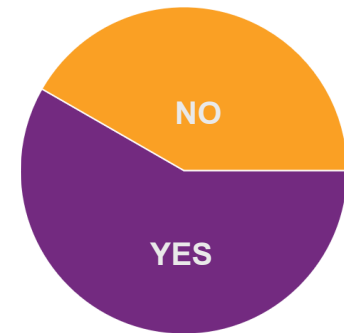
ANSWERED: 24 SKIPPED: 0

Type of Housing	Responses	%
Market Rate	24	100
Section 8	3	12.5
Low-Income Housing	0	
Privately owned Section 8	0	

Q5 HAVE YOU EVER HAD TO EVICT A TENANT OR CANCEL A LEASE?

ANSWERED: 24 SKIPPED: 0

Response	Count	%
Yes	14	58.3
No	10	41.7



Q.5.1 WITHIN THE LAST 2 YEARS, HOW MANY RENTERS HAVE YOU EVICTED OR CANCELLED THEIR LEASE?

ANSWERED: 14 SKIPPED: 0

Number of Evictions	Responses	%
0 evictions	8	57.14
1 eviction	3	21.42
2 evictions	2	14.28
3 to 9 evictions	0	0
More than 10 evictions	12	85.7

Full Survey Results Cont.

PROPERTY OWNERS AND MANAGERS

Q5.2 WHAT REASONINGS HAVE YOU HAD TO EVICT A TENANT OR CANCEL A LEASE?

Reasonings	Responses	%
Failure to pay rent	12	85.7
Engaging in illegal activity	4	28.5
Violating lease agreements related to occupancy rules	3	21.4
Disturbing other tenants (i.e. Noise)	3	21.4
Violating lease agreements (Misc.)	1	7.14
Violating lease agreements related to housing pets/animals	0	0
Property destruction	0	0
Smoking	0	0

Q6 DO YOU CONDUCT A WALK THROUGH WITH EACH RENTER PRIOR TO MOVE IN TO IDENTIFY ANY HEALTH AND SAFETY CONCERNS?

ANSWERED: 24 SKIPPED: 0

Response	Count	%
Yes	19	79.2
No	5	20.8

Q7 HOW OFTEN DO YOU REFUND THE SECURITY OR DAMAGE RENTAL DEPOSIT AT THE END OF THE LEASE?

ANSWERED: 24 SKIPPED: 0

Response	Count	%
Almost always	11	45.8
More than half the time	10	41.7
Less than half the time	1	4.2
Almost never	2	8.3

Q8 HOW MUCH DO YOU SPEND PER YEAR TO MAINTAIN THE CONDITION AND APPEARANCE OF A SINGLE RENTAL UNIT?

ANSWERED: 21 SKIPPED: 3

Response	Count	%
\$500 or less	5	23.8
Between \$501 and \$1,000	6	28.57
Between \$1,001 and \$1,999	2	9.52
Between \$2,000 and \$2,999	5	23.8
Between \$3,000 and \$3,999	1	4.76
Between \$4,000 and \$4,999	0	0
More than \$5,000	2	9.52

Q9 ARE YOU AWARE OF THE FOLLOWING RESOURCES FOR TENANTS/LANDLORDS?

ANSWERED: 24 SKIPPED: 0

Resource	Yes	No
Iowa Civil Rights Commission	6	18
HOME, Inc.	3	21
Iowa Legal Aid (ILA)	8	16
United States HUD	10	14
Warren County Housing Authority	11	13
Iowa International Center (IIC)	3	21
Iowa Department of Public Health	8	16

Q10 WOULD YOU FIND IT HELPFUL OR BENEFICIAL FOR THERE TO BE TRAININGS OR EVENTS THAT RUNS THROUGH TENANT AND LANDLORD RIGHTS, PROPERTY MAINTENANCE CODES AND OTHER RELEVANT AREAS?

ANSWERED: 24 SKIPPED: 0

Response	Count	%
Yes	20	83.3
No	4	16.6

Full Survey Results Cont.

PROPERTY OWNERS AND MANAGERS

Q11 WHAT CODES COULD BE ADDED TO THE CITY RENTAL HOUSING CODE THAT WOULD IMPROVE THE OVERALL QUALITY OF RENTAL HOUSING IN THE CITY OF INDIANOLA?

ANSWERED: 4 SKIPPED: 20

- *I don't know on single family homes. I try to improve my single family homes each year*
- *Be careful, renters will have to pay more if we get too fancy*
- *A rental maintenance and safety check list that landlord & renter agree to abide by to be reviewed yearly*
- *Basic Requirements*

Q12 ARE THERE ANY ADDITIONAL COMMENTS/INPUT YOU WOULD LIKE TO LEAVE?

ANSWERED: 10 SKIPPED: 14

- *I haven't read the code yet*
- *Please keep in mind that any rules that result in additional expenses to landlords will directly impact rent prices. While I agree this can be a good change, it can also make it hard*

to find affordable housing in town

- *Taxes are \$3300/yr on each of my buildings on the square... pretty high*
- *I hope whomever creates the new housing inspection rules and code, realizes that some landlords are lower-middle income people, who can't afford expensive updates to their property. I own only one rental home, where I lived myself for 25 years, and am a lower-middle income person. I would hate to have to sell my place—it's the only investment I have—just because I can't afford all of the requirements of the new code. I agree housing needs to be safe and healthy, but I hope there aren't requirements that go far beyond that. Thanks*
- *Our community is being run with vagrant meth heads*
- *We are not able to attend the meeting as we will be out of state. How can we get a summary of what was covered and materials that will be distributed?*
- *Thank you for the opportunity to have input*

- *The main concern I have with the structure of the rental inspection program is what time commitment it will require on the part of the property owner/property manager*
- *Codes need to protect tenant as well as landlord*
- *No*

Full Survey Results Cont.

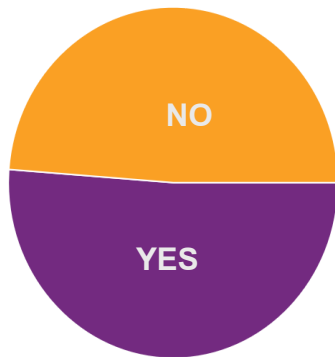
A total of forty-one (41) responses were received from tenants.

Q1 ARE MAINTENANCE REQUESTS RESOLVED IN A TIMELY AND APPROPRIATE MANNER?

ANSWERED: 41

SKIPPED: 0

Responses	Count	%
Yes	20	51.2
No	21	48.8



Q2 PLEASE RATE THE CONDITIONS OF YOUR RENTAL UNIT FROM 0 TO 5 (SHOWN AS AVERAGES)

Q.2.1 EXTERIOR OF PROPERTY (I.E. LAWN, SIDEWALK, LANDSCAPING)



Q.2.2 PARKING LOT



Q.2.3 COMMON AREAS (IF APPLICABLE)



Q.2.4 INTERIOR OF PROPERTY



Q.2.5 BATHROOM



Q.2.7 BEDROOM



TENANTS

Q.2.8 KITCHEN



Q.2.9 STAIRWAYS (IF APPLICABLE)



Q3 PLEASE INDICATE GENERALLY HOW SAFE YOU FEEL WITHIN YOUR RENTAL UNIT REGARDING THE FOLLOWING SCENARIOS OR EMERGENCIES (SHOWN AS AVERAGES)

Q.3.1 CRIMINAL ACTIVITY



Q.3.2 FIRE



Full Survey Results Cont.

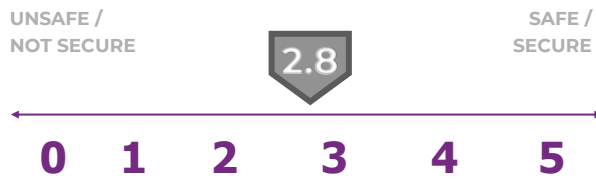
Q.3.3 SECURITY



Q.3.4 HIGH-WIND EVENTS



Q.3.5 RODENTS AND PESTS



Q.3.6 CARBON MONOXIDE



Q.3.7 FLOODING



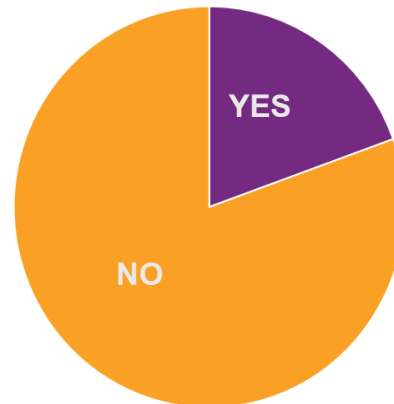
Q.3.8 LEAD AND/OR ABESTOS



Q4 HAVE YOU EVER BEEN RETALIATED AGAINST FOR RAISING A CONCERN OR COMPLAINT TO YOUR LANDLORD?

ANSWERED: 41 SKIPPED: 0

Responses	Count	%
Yes	8	19.5
No	33	80.5

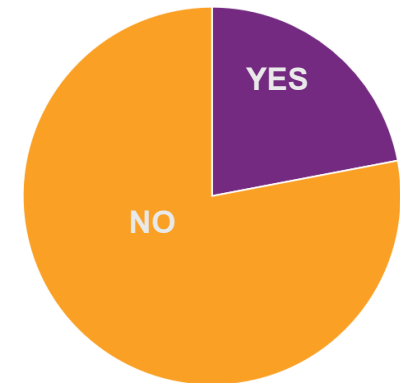


TENANTS

Q5 HAVE YOU EVER EXPERIENCED ANY FORM OF DISCRIMINATION PREVIOUSLY WHILE SEARCHING FOR RENTAL HOUSING IN THE CITY OF INDIANOLA?

ANSWERED: 41 SKIPPED: 0

Responses	Count	%
Yes	9	22
No	32	78



Q6 HAVE YOU EVER BEEN ASKED OR FORCED TO LEAVE A RENTAL HOME IN INDIANOLA?

ANSWERED: 41 SKIPPED: 0

Responses	Count	%
Yes	5	12.2
No	36	87.8

Full Survey Results Cont.

TENANTS

Q.6.1 WHAT WAS THE REASONING FOR YOUR EVICTION?

Reasonings	Responses	%
Failure to pay rent	3	60
Disturbing other tenants	2	40
Retaliation from a complaint	1	20
Violating lease agreements	1	20
Engaging in illegal activity	0	0
Property destruction	0	0
Smoking	0	0

Q.6.2 WERE YOU AWARE OF OR DID YOU UTILIZE FREE LEGAL SERVICES PROVIDED BY IOWA LEGAL AID

Response	Count	%
Yes, I was aware and utilized the	1	20
Yes, I was aware but I did not	0	0
Yes, I was aware but I did not	2	40
No, I was not aware	2	40

Q7 ARE YOU AWARE OF THE FOLLOWING RESOURCES FOR TENANTS/LANDLORDS?

ANSWERED: 41 SKIPPED: 0

Resource	Yes	No
Iowa Civil Rights Commission	10	31
HOME, Inc.	9	32
Iowa Legal Aid (ILA)	19	22
United States HUD	16	25
Warren County Housing Authority	22	19
Iowa International Center (IIC)	3	38
Iowa Department of Public Health	16	25

Q8 WOULD YOU FIND IT HELPFUL OR BENEFICIAL FOR THERE TO BE TRAININGS OR EVENTS THAT RUNS THROUGH TENANT AND LANDLORD RIGHTS, PROPERTY MAINTENANCE CODES AND OTHER RELEVANT AREAS?

ANSWERED: 41 SKIPPED: 0

Response	Count	%
Yes	28	68.2
No	13	31.7

Q9 HOW SATISFIED ARE YOU WITH YOUR CURRENT RENTAL UNIT MANAGEMENT?

ANSWERED: 41 SKIPPED: 0

- *Satisfied (5 responses)*
- *Not satisfied at all (5 responses)*
- *Fine*
- *Could use improvement on property. They do fix things when needing fixed inside unit*
- *Don't see them often*
- *I haven't had any issues arise with the management, but if I did they would resolve it. If any issue was not resolved in a reasonable time, I would probably go to the city to see who to contact about the issue*
- *I'm not satisfied with our management. As long as I have lived here, I have been told to call an electrician when I have a problem. My lights in the kitchen still don't work right. I keep blowing lights. I have given up on that. I had to call the appliance person to fix my stove. My stove still doesn't work correctly. The appliance man said that he has to special order parts because it is so old. He needs to put in a new one. I also have given up on that.*

Full Survey Results Cont.

TENANTS

There was 2 new tenants that moved in within the last 3 months and he didn't give them a mailbox key. One of them said that he didn't think she needed a key. I was stopping the mailman and getting their mail for them. I asked the mailman one day who to see about getting keys, he said our management. They had not been told about it. I told our management they need keys and all he said was that it costs money to have them made. I told him that he needs to get it taken care of because I don't work for the post office. I was doing it out of the kindness of my heart. The security doors have been fixed several times in the last year or 2. The electrician said it was in the wiring in the apartments. I could go on and on but I think you get the picture

- *Very satisfied. Our landlord/management company is very understanding and easy to work with. They answer all maintenance issues within a timely manner, even during "off" hours and holidays. They are very easy to communicate with and make everything very simple*

- *I am somewhat satisfied. Though I renewed my lease in June, I still haven't received a copy of it back, signed by my rental manager. The management with my current rental is lackluster at best*
- *Not at all satisfied. Kading properties are bullies*
- *I am satisfied, just wish rental prices were lower*
- *They are passable. I've lived in this apartment complex, and another that is managed by the same company, for over 13 years (though this company didn't buy it till about 8 years ago). They aren't always right on top of maintenance issues. And the landscape companies they hire don't do the best at snow removal or things like trimming weeds out of sidewalk cracks. Or even cleaning up after themselves after they trim bushes or mow the lawn. And, since they only trim exterior bushes once a year, including trees growing in them, I have had to do that myself this year. Since the last two years, a bushy tree growing up in one outside my apartment has overgrown the sidewalk so much that you have to walk in the grass, to get around it, by*

the time they get to trimming it (despite asking multiple times about when they were going to trim them). And there are quite a few ash trees dying on these properties. One is pretty far gone, that is pretty near my apartment. So it has me worried that they won't have it cut down before it falls down, taking out part of my apartment, or power lines, or something (some of that may be nitpicking). But they keep the apartments pretty clean (at least the units, on move in). And decent places to live, for the most part. But I believe they are actually working on selling these properties too, though they haven't told us directly. I've heard it from other tenants.

- *I am very content where I live. He mostly leaves us alone when we keep our outside area is cleaned.*
- *They don't listen to the tenant*
- *The apartment is big but the kitchen cabinets are terrible, so we covered the shelves with poster board and the stove is 46 years old and the burners are not working right, the bathroom has stained fixtures... The manager is next door to us and has dog poop in her grassy area as well as cigarette butts... The whole area is trashy and when*

Full Survey Results Cont.

TENANTS

they mow it just cuts down the weeds... I guess you get what you pay for but whoever owns this property doesn't care about the tenants as they would not let it get this trashy... We have a years lease so hopefully we can get out in 9 more months!

- *Unhappy. It is none existing it seems like*
- *Very unprofessional with her communication*
- *The manager seems to do just what she has to do and takes no responsibility for problems*
- *Not at all but I used to be*
- *I got stuck in a run down apartment, am disabled and people keep taking my parking spot as you have to take what you can get... Manager doesn't care what happens as owners obviously just want the money!*
- *Somewhat satisfied, there were lights inside that haven't been fixed and a towel rod fell off because it was glued to the wall*
- *0 - Not happy*
- *Satisfied, however I have a*

maintenance order a couple months old that hasn't been completed

- *I love my landlord, he is fair and tries his best to get things fixed or done as soon as he can*
- *I am currently in a lawsuit against my manager*
- *Not satisfied at all. A lot of tenants have complained to BBB and the Corporate Office for Foxwood about her and nothing has yet to be done*
- *My current landlord is good but we have only been here two months. All the questions were answered with my previous rental in mind*
- *Landlord that we originally rented from rarely followed through with completing tasks as promised. Many maintenance issues needed when we moved in, still have yet to be done, it's been over a year since we moved in*
- *I enjoy my rental management I got lucky with the one I have, but protections need put into place for safety as well as better and more spaces to rent*
- *Very good management*

Q10 HOW SATISFIED ARE YOU WITH THE QUALITY OF YOUR CURRENT RENTAL HOME?

ANSWERED: 41 SKIPPED: 0

- *Satisfied (8 responses)*
- *Not satisfied at all (5 responses)*
- *Satisfied—As a rental goes vs home ownership*
- *Not of the building*
- *satisfied. Hoping new owner fixes maintenance issues right away after gaining possession*
- *It's ok. It's low income apartments, so there are no bells or whistles (not even central air or furnaces in these. Just baseboard heat, and air conditioners we tenants have to supply for ourselves. At least us in one bedrooms. The efficiency apartments have installed air conditioners). And they aren't very well insulated, or shaded, so my AC has a hard time trying to keep up with the heat. But I have my own private entrance, and little are outside I can plant flowers (and a little patio a past resident put in). So it's nicer than the contained buildings with smelly hallways. Where you can smell everything your neighbors cook, or*

Full Survey Results Cont.

TENANTS

anything else that smells

- *Unhappy. It's what the kids would call a trap house, meaning the whole place is full of drugs and or needs condemned*
- *The quality of our rental home is fantastic*
- *I'm satisfied somewhat. Roaches have been an issue lately, my exhaust fan in the kitchen doesn't work and my bathroom one is going out. There are many things that need to be fixed, but its not always a dire situation*
- *It's trash. Mold, rotting floors, water leaks*
- *We have an apartment so I guess this question doesn't fit our situation*
- *Just heard the rent will go up if we stay past one year... Penalty for late rent went up and then we found out the rent will go up... Manager could care less if we know what is going on!*
- *Somewhat, aside from the rear exterior stairs, the lights that are inoperative and the towel rack, everything else is fine*
- *I am not satisfied. The complex I live in lacks any amenities, is completely out*

dated and was poorly built

- *So-so. Landlord won't keep up on needed repairs and typical wear and tear. They won't even come paint the inside unless we paint it ourselves or if WE hire someone to do it.*
- *It's affordable and safe*
- *It was great before Brad Cowger owned it*
- *I am somewhat satisfied although there are issues that need to be addressed but the majority of my rental property is satisfactory*
- *It has been leaking water for 2 days—not very satisfied*
- *Extremely satisfied. Our units are very goof quality and there are safety items (fire extinguisher, appropriate amount of smoke alarms/carbon monoxide detectors, etc.) in our home. Our landlord provides lawn care and we do our own snow removal. Our landlord also has a pest inspection company come around every quarter to make sure there are no issues and if there are to take care of them*
- *Once I fix things in here, I will be satisfied. I moved here March of 2008. The place wasn't cleaned, the*

carpets were dirty, carpet was the original when this place was built, the paint was so thin you could see the seams of sheet rock and the metal framing of the kitchen door was visible. I got shocked every time I touched it in the winter. This is the longest I have lived in one place in all of my adult life. I love the area and I am tired of moving. That's why I stay here and try to tolerate management

- *It is ok*
- *Satisfied, it is a rental. We have everything we need*
- *Exterior of building needs work. Windows need replaced, screens added, gutters fixed, etc.*
- *Satisfied with current, dissatisfied with previous*
- *They all could be better*
- *We want to move ASAP. 2 years here has been overkill for a place like this. It's turned into one of the Ghettos of Indianola*
- *It's good, but could use some updates especially with insulation*
- *It is fair quality. Heavy smoking neighbors have made our floor of the building stink. Also the unique floor plan of the apartment prevents cool air*

Full Survey Results Cont.

TENANTS

from air conditioner in living room to travel to the bedroom. It has very uneven cooling

Q11 ARE THERE ANY ADDITIONAL COMMENTS/INPUT YOU WOULD LIKE TO LEAVE?

ANSWERED: 41 SKIPPED: 0

- No (4 responses)
- We rent a house and there are not any issues or concerns
- There are many rental houses/apartments in this city that are in need of repairs and to be up to code. My apartment has windows that won't open
- I believe this city needs to provide more rent to own opportunities
- Housing on the square needs more parking and better maintenance
- Not sure who is our landlord at the moment, as property is in sale process
- Homes should be sprayed for pest control
- I feel like implementing an inspection is an inconvenience for a lot of people. They would need to either take off work to be home when the inspection takes place, or trust that strangers will leave their home as it was found
- I need a lawyer to fight my landlord ASAP
- We moved from out of state and the apartment is not what was shown in photos
- Sunset Terrace takes care of any issues (wear and tear, etc.) promptly. More parking is needed off street
- I honestly wish I have not rented here at this apartment building but had no choice as it was all I could afford
- The rear wooden staircase is not built properly and one of the main support beams is not even attached
- Just hope you guys fix the meth den on Hwy 92 trailer park...
- Do not rent from Brad Cowger properties
- Live at Kading Properties, they bullied my (high risk) pregnant wife and I out of our townhouse and their properties are not well kept at all. We dealt with kids and adults breaking in to cars and they refused to help
- There aren't enough rental housing options for lower fixed income residents
- The manager at Foxwood Apartments is very rude, is discriminatory, does not follow Iowa laws well for managing apartment complexes and subtly harasses tenants
- I rented site unseen due to moving from another state and the apartment was not like the photos but we needed a place to live and only had so much money so forced to take what we have!
- Rentals need to be cheaper. There is no reason to charge \$1,300 for a 2 bedroom rental that is worth \$400 a month
- We have had multiple issues with our landlord. Says they screen tenants. They don't! We have had numerous bad people in the units form sex offenders to drugs and such in the units. Doesn't feel safe around here at times. We have a couple of neighbors who have the police out here numerous times. Also, we have no privacy. Also having problems with repairs and repainting. Been here 11 years and they say that we will have to hire a painter and pay for it ourselves We have never had our unit painted since we have been here
- The staff was almost always rude when

Full Survey Results Cont.

TENANTS

I called and they were quick to inform me of a complaint but when I complained about neighbors it was shrugged off

- *Little scared, anytime the government gets involved, it usually makes things worse and expensive*
- *Kading Properties should be the ONLY one check out due to poor management and maintenance*
- *I do not know the landlord but the manager of my building will do what ever it takes to save money. When we tell him something needs to be fixed, it takes him forever to get it done. Then when you ask him when things are going to get fixed, he will act like he was never told. If we contact the maintenance about anything because we are tired of waiting on management, we get scolded by management*
- *Handicapped parking signs in private apartment parking lots need discussed at the meeting. Will the City of Indianola follow and enforce the Fair Housing Authority Guidelines? Does the City Code cover the red alarm box*

in the hallways? Will this red box be connected to Fire?

- *My current landlord is wonderful. However, my past landlord in Indianola was absolutely awful (Kading Properties). While I do not feel that my current dwelling requires ongoing inspections due to the landlords ongoing services, I do feel that my past landlord could really use inspections and a complaint process that is outside of their company as they find ways to humiliate, retaliate and bully renters*
- *I would like to know what is meant by frequent inspections, and what kind of inspection. I live in an apartment complex that is HUD funded (and have for several years), so I already deal with multiple inspections in most years. But they don't always result in issues being fixed. But it's also a hassle, and increases my anxiety when I don't know what they are for. I have chronic illnesses and it's hard for me to keep my place presentable. Even with plenty of notice, my apartment still won't be as tidy as I would like (and, especially from jerks that have come through in the past, I*

always get anxious that they will be judging my housekeeping). So if you could be more specific in what is involved in the whole process, that would be great

- *In my current rental situation, I deal with a property manager that would rather put lipstick on a pig then resolve actual issues. It is very frustrating, especially since at one time, I was a homeowner and I understand what needs to be done in order to maintain a property*
- *My landlord was supposed to have a shed for me. It has never happened and I've lived here almost 2 years. My oven quit and no replacement and too many drugs and dealers around too. The trailer needs work and falling apart*

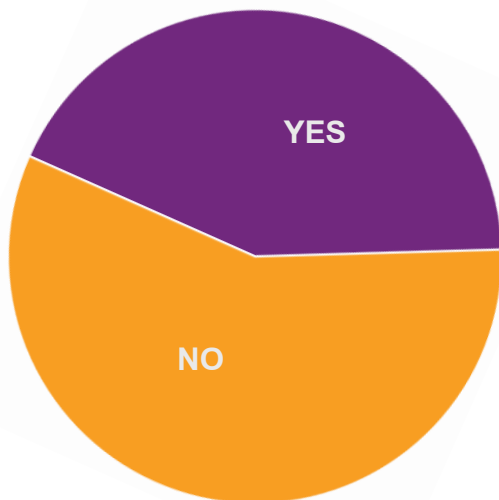
Full Survey Results Cont.

A total of twenty-eight (28) responses were received from members of the general public.

Q1 HAVE YOU LIVED IN RENTAL HOUSING WITHIN THE CITY OF INDIANOLA PREVIOUSLY?

ANSWERED: 28 SKIPPED: 0

Responses	Count	%
Yes	12	42.9
No	16	57.1



MEMBERS OF THE GENERAL PUBLIC

Q2 HOW WOULD YOU RATE THE FOLLOWING ON A SCALE OF 0-5? (SHOWN IN AVERAGES)

Q.2.1 OVERALL RENTAL HOUSING QUALITY WITHIN THE CITY OF INDIANOLA



Q.2.2 CITY OF INDIANOLA RENTAL MARKET



Q.2.3 RENTAL PROPERTIES PROXIMITY TO GOODS AND SERVICES



Q.2.4 MAINTENANCE OF RENTAL PROPERTIES WITHIN THE CITY



Q.2.5 MANAGEMENT OF RENTAL PROPERTIES



Q3 WHAT CODES COULD BE ADDED TO THE CITY RENTAL HOUSING CODE THAT WOULD IMPROVE THE OVERALL QUALITY OF RENTAL HOUSING IN THE CITY OF INDIANOLA?

ANSWERED: 28 SKIPPED: 0

- Maintenance
- Repair, painting, and maintenance plus cut down dead and dying trees and mow yard
- None (2 responses)
- Rental properties must be maintained where tenants are not allowed to "store" their belongings outside the rental property propped up against the building. Limit the number of cars per property. Commitment to rental inspections as well as follow through for issues not complying with the code
- Inspections, fines, enforcement
- Must have an annual inspection
- On site managers for complexes with more than a couple rental units, on site parking in addition to driveways regardless of size, playground requirements for large complexes/ development areas, green space requirements, fence requirements for

Full Survey Results Cont.

neighbor properties in addition to landscaping requirements between adjacent properties, and dog park requirements for over 2 rental units

- *Limit of cars per tenant although that should be for everyone, enforcement of junk in yards, all landlords no matter the number of units need to adhere to the code*
- *International Property Maintenance Code*
- *Exterior upkeep such as free of weeds, loose trash, and adequate private parking*
- *Mind your own business and let free market run the bad landlords out. If someone doesn't want to rent from a slum lord, it is a free country and they can move. City governments make themselves "sanctuary cities" from all other types of laws. Cost to the city and inefficiency of all government makes adding any agency or department ridiculous*
- *Fire and smoke alarms*
- *Preventative maintenance—periodical painting, replacing carpets and floors,*

appliances, taking care of hallways & stairs, and common areas

- *Must have parking limit, number of cars and have play areas for children*
- *Limit number of units to owners who live more than 59 miles from Indianola*
- *Codes requiring higher efficiency, especially given the high rate of negotiated municipal utilities in Indianola. We would want to encourage energy savings, and make us a greener environment as a city (For example, setting a higher insulation, HVAC, and window efficiency rating)*
- *Proper notification on rent increases; keep rent rates at a rate for our size of town; keep properties up and maintain properties if things need fixed in a timely fashion*
- *Better management*
- *Requiring onsite property manager of any multifamily housing development of over 20 units would help ensure the property is being maintained and the tenants have a point person on site to quickly address issues. Being*

MEMBERS OF THE GENERAL PUBLIC

surrounded by multifamily housing, we see the impact of not having one vs the benefits of having one. The complex that has one is neat and maintained, whereas the other two are not as much

- *Management does not keep up on apartments. The one on Hwy 92 and South D is a mess. The management would not fix issues and keep up appearances. I had a friend live there and it was a mess and still is a eyesore*
- *Frequency of inspections. Beautification subsidies*
- *More low income housing options*
- *Regular annual inspections, formal complaint process, consolidated site with listing of all rental properties & owners/managers*
- *I am not an expert on what can be enforced, but the conditions of the mobile home parks are terrible. Some code that would require the parks to keep the trailers in better condition*
- *Handicap accessible properties are difficult to find in town*
- *Yearly inspections for all rental units and on site managers for rental*

Full Survey Results Cont.

properties

- *Maintenance, complaint-based inspections*
- *Safety first, but in the case of some, exteriors need to improve*

Q4 ARE THERE ANY COMMENTS/INPUT THAT YOU WOULD LIKE TO LEAVE REGARDING THE RESIDENTIAL RENTAL CODE?

ANSWERED: 28 SKIPPED: 0

- *No (3 responses)*
- *These codes are long overdo and much needed. Thank you!*
- *Make it tough*
- *Needed*
- *Must be enforced by the city*
- *Many dilapidated structures need to come down and land cleared. Clear clutter and debris hoarding that presents safety and health hazards and provides shelter to rodents. Clean up our city!*
- *Keep up on absent landlords so they are accountable*
- *Electrical, plumbing, mechanical work to be done by licensed contractors. Work needs to be inspected by*

certified inspectors

- *Hopefully management will be held responsible for repairs*
- *We need more affordable housing. Especially affordable housing that is not run down*
- *Requiring on-site management and yearly inspection of all rental properties, require off-street parking in addition to driveways for rentals, require privacy fencing and landscaping be*
- *Focus on maintenance of these properties and tenant satisfaction. Provide resources and trainings when able to for both landlords and tenants*
- *Need more affordable handicap accessible housing*
- *Our community needs vested property owners that are willing to be a positive factor to keep our community at it's best. Not allowing in those that see the community as an inexpensive way to reap financial gain with very little oversight & governance*
- *Make Indianola a sanctuary city. Keep government out of everyone's homes and lives and let people be*

MEMBERS OF THE GENERAL PUBLIC

free. Quit adding program and wasting our tax money

- *Maintenance code*
- *I think it's important that landlords are required to install and maintain smoke alarms in their units*
- *Slumlords around the city of Indianola have too much leeway*
- *Overall, property maintenance needs to be enforced*
- *Had to live 25 minute out of town because of the limited amount of options in my price range. There needs to be more options that are pet friendly and affordable*
- *It's great to see the City of Indianola taking this step of inspecting properties. Two years is a great first step, however I wonder if it should be annual*
- *Make sure landlords have proper rental certificates and properties are up to code*
- *Rates seem high for families that don't have a lot of money*
- *I think it's great, and should improve appearances*

Full Survey Results Cont.

A total of two (2) responses were received from realtors.

Q1 IN THE PAST THREE (3) YEARS, HAS DEMAND FOR RENTALS IN INDIANOLA INCREASED OR DECREASED?

ANSWERED: 2 SKIPPED: 0

Responses	Count	%
Increased	2	100
Decreased	0	0

Q2 HOW WOULD YOU RATE THE FOLLOWING ON A SCALE OF 0-5? (SHOWN AS AVERAGES)

Q.2.1 OVERALL RENTAL HOUSING QUALITY WITHIN THE CITY OF INDIANOLA



Q.2.2 CITY OF INDIANOLA RENTAL MARKET



Q.2.3 RENTAL PROPERTIES PROXIMITY TO GOODS AND SERVICES



Q.2.4 OVERALL CONDITION OF THE PROPERTIES YOU CURRENTLY ASSIST IN LEASING



Q3 WHAT CODES COULD BE ADDED TO THE CITY RENTAL HOUSING CODE THAT WOULD IMPROVE THE OVERALL QUALITY OF RENTAL HOUSING IN THE CITY OF INDIANOLA?

ANSWERED: 2 SKIPPED: 0

- Safety first (mold remediation, fire detectors, properly installed railings). Careful though, don't go overboard or the problem of not having enough homes for rent could get worse
- Codes that require properties to meet all safety codes in regards to electrical, sewer, and water

REALTORS

Q4 ARE THERE ANY COMMENTS/INPUT THAT YOU WOULD LIKE TO LEAVE REGARDING THE RESIDENTIAL RENTAL CODE?

ANSWERED: 1 SKIPPED: 1

- We need more family rental houses, not just duplexes and townhomes that are not large enough for families. The grounds need to be kept clean in these larger developments so it doesn't develop a stigma amongst the people of the town. Keep any code simple though